

ESS Password Reset Process

Employee:

1. Contacts DOP Service Center via phone or e-mail.
2. Provides Personnel Number, contact information and the best time to be reached.

DOP Service Center:

3. Creates ticket for HRMS Central Security.

HRMS Central Security:

4. Confirms if user account has an e-mail address.
5. If the request is from a work e-mail or a personal e-mail address that matches the e-mail in the user account:
 - a. No verification is required
 - b. Work e-mail address is added to the employee's HR Master Data if needed
6. If request comes from personal e-mail that does not match the e-mail in the user account or the request is a phone call and there is no e-mail in the user account:
 - a. Verification is required
 - b. If unable to contact user for verification, password will not be reset
 - c. If unsuccessful after the 2nd attempt to contact the employee the ticket will be closed

Note: First attempt – request user response within 2 business days. Second attempt – request user response within 3 business days.

7. Completes the request. The password is reset and system sends password via e-mail :